



Ten Commandments of Human Relations

- ☺ **SPEAK TO PEOPLE.** There is nothing so nice as a cheerful word of greeting.
- ☺ **SMILE AT PEOPLE.** It takes 72 muscles to frown, and only 14 to smile.
- ☺ **CALL PEOPLE BY NAME.** The sweetest music to anyone's ear is the sound of his or her own name.
- ☺ **BE FRIENDLY AND HELPFUL.** If you would have friends, be a friend.
- ☺ **BE CORDIAL.** Speak and act as if everything you do is a genuine pleasure.
- ☺ **BE GENUINELY INTERESTED IN PEOPLE.** You can like almost everybody if you try.
- ☺ **BE GENEROUS** with praise and **BE CAUTIOUS** with criticism.
- ☺ **BE CONSIDERATE WITH THE FEELINGS OF OTHERS.** There are usually three sides to a controversy: yours, the other person's, and the right side.
- ☺ **BE ALERT TO GIVE SERVICE.** What counts most in life is what we do for others.
- ☺ **ADD:** a sense of humor, a big dose of patience, and a dash of humility, and you will be rewarded many-fold.